

# Important notice for all new Direct Debit customers



Please be aware that our Direct Debit and Realtime payment processing is moving from Linkspay to Debit Success LTD – Authorisation Code 0302448.

This change will be undertaken over the next month or so, the only change you will notice is on your Bank account statement lines, which will now include our name and DebitSuccess. Our internal processes will remain the same and we will continue to manage all your payments and the relationship between us.

In isolated cases certain banks may charge an establishment fee as part of this process, if you are affected by this then DebitSuccess will reimburse you for this fee which may be between \$3 and \$5. To be reimbursed you will need to send us:

1. A screenshot (scan or similar) of the transaction line showing the fee
2. A screenshot (scan or similar) of the account number that the transaction occurred on
3. Your details so we can identify you in the system

Dated 28<sup>th</sup> February 2020